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PATENT

I hereby certify that on the date specified below, this correspondence is being deposited with the United States Postal Service as first-class mail in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.

3/21/03

Date

Douglas A. Gow

#11  
T.O.  
03/28/03

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Coker et al.  
Application No. : 09/866,878 Confirmation No.: 4488  
Filed : 05/30/2001  
For : System and Method for Smart Scripting Call Centers and Configuration Thereof

Examiner : Nguyen Ba, Hoang Vu A  
Art Unit : 2122  
Docket No. : 38481-8517.US01  
Date : 3/21/03

Commissioner for Patents  
Washington, DC 20231

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MAR 26 2003  
Technology Center 2100

REVOCATION AND SUBSTITUTE POWER OF ATTORNEY

Sir:

In the matter of the above-identified application, I, Jeff T. Amann, declare that I am the Senior Vice President and General Counsel of Siebel Systems, Inc., the assignee of the entire interest. Documentary evidence of chain of title from the original owners to Siebel Systems, Inc. has been filed with and recorded by the United States Patent Office at Reel 012290, Frame 0392. The evidentiary documents referred to in the instant Revocation and Substitute Power of Attorney have been reviewed by the undersigned, and it is certified that, to the best of Jeff T. Amann's knowledge and belief, title is in Siebel Systems, Inc. I hereby revoke all powers of attorney heretofore given

and appoint STEVEN D. LAWRENZ, Registration No. 37,376, CHUN M. NG, Registration No. 36,878, MAURICE J. PIRIO, Registration No. 33,273, and JAMES A. D. WHITE, Registration No. 43,985 as the principal attorneys with full power of substitution, association, and revocation to prosecute said application, to transact all business in the Patent and Trademark Office connected therewith, and to receive the letters patent therefor. Please direct all correspondence to Customer Number 25096.

Bar Code:

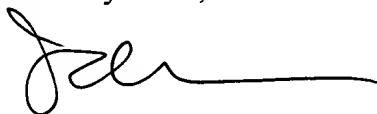
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PATENT TRADEMARK OFFICE

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Siebel Systems, Inc.



3/18/03

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Date

Jeff T. Amann  
Senior Vice President and General Counsel

